



PATENTS  
108041-0012

#91B  
6-25-03  
R. Brady  
RECEIVED  
JUN 20 2003  
TECHNOLOGY CENTER 2800  
R-2103

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

G/26  
MSIR  
In Re The Application of: )  
Francesco Natalini et al. )  
Serial No.: 09/761,950 / )  
Filed: January 17, 2001 / )  
For: SYSTEM FOR MONITORING )  
AND SERVICING APPLI- )  
ANCES )

Examiner: J. West

Art Unit: 2857

Cesari and McKenna, LLP  
88 Black Falcon Avenue  
Boston, MA 02210  
June 17, 2003

“Express Mail” Mailing-Label Number: EV336667766US

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AFTER FINAL REJECTION**

In response to the Office action dated March 10, 2003, please enter the following  
amendments: